

PARKING ENFORCEMENT SUPERVISOR

Department of Public Works

NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

PURPOSE: Under the direction of the Parking Enforcement Assistant Manager, the Parking Enforcement Supervisor supervises parking checker staff (currently 60+) engaged in enforcing City parking regulations, towing illegally parked and abandoned vehicles, and responding to citizen complaints. The person in this position also assists in coordinating the City of Milwaukee's tow desk, a 24-hour operation that processes requests for towing services and dispatches tow equipment.

ESSENTIAL FUNCTIONS:

- Supervises and deploys parking checkers to effectively enforce the City's parking regulations and to maximize operational efficiency, and coordinates the activities of the tow desk as assigned.
- Responds to complaints, disputes, requests for service, and inquiries made by citizens, business representatives, City staff, and elected officials.
- Assists in researching various issues and prepares and maintains reports and documents.
- Assists in training parking checkers on proper safety techniques as well as other department protocol.
- Represents the Department of Public Works-Parking Enforcement at various community and public meetings.
- Performs other duties as assigned.

CONDITIONS OF EMPLOYMENT:

- The Parking Enforcement Supervisor is required to work any assigned shift, including evenings, weekends and holidays, and during emergency operations.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Four years of progressively responsible experience involving municipal public works field operations, including significant experience with complaint resolution.
Equivalent combinations of education and experience may be considered.
2. Valid driver's license at the time of appointment and throughout employment.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Post-secondary education in business administration, public administration, or a related field.
- Experience in parking enforcement, towing, and related activities.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of public works field operations.
- Ability to understand and apply City of Milwaukee parking ordinances.
- Supervisory and training skills.
- Planning, organizational, and coordination skills.
- Analysis and problem-solving skills.
- Oral communication and presentation skills.
- Written communication skills.
- Interpersonal skills.
- Customer service and complaint resolution skills.
- Ability to work well under pressure.
- Ability to use word processing, spreadsheet, and database programs, as well as the ability to learn and use human resource management systems.

Parking Enforcement Supervisor

THE CURRENT SALARY RANGE (SG 004) IS: \$44,194-\$61,871 annually with excellent benefits. Recruitment is normally at the beginning of the pay range.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job. The examination will be held as soon as practical after **March 11 , 2011**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination.

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling 414.286.3751.